CORNERSTONE ARCADE

The fun is around the corner!

Moderation Handbook

Overview

Thank you for your interest in joining our moderation team! Now that you are a part of the team, you are able to help others with specific features of the game such as credit purchases, machines, and other attractions in Cornerstone Arcade. The following guide outlines the in's and out's of CS moderation, and can be referenced at any time!

There are three levels of the Moderator role:

Morcactors are trainees who successfully applied to join our moderation teams. They have limited admin powers, such as only being able to respawn, jail, kick, and so forth. They also cannot access the game control panel until they are promoted to the Moderator role.

Moderators have upgraded powers such as the ability to server ban offenders and the ability to repair machines. Moderators have the chance to be promoted to Senior Moderator based on a variety of factors, such as activity, professionalism, and level of commitment observed.

Senior Moderators have the ability to permanently ban severe offenders and can approve applications from applicants if the owner decides it is appropriate. They have more control over our Discord server in terms of removing posts that violate our rules. They also obtain access to beta versions of Cornerstone-related games and can access the refunds system to fix user stats and inventory as needed.

Please note that your role in our moderation team may be altered or taken away with or without warning. We may have to dismiss you from our team if you are inactive for too long, have been accused of abusing our moderation commands, or otherwise violating our community guidelines.

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General Rules

One of our main priorities is to create a fun and thrilling experience for not just our customers, but our staff too. It is always important to treat someone the way you want them to be treated. In this case, our customers should see our moderation team as a useful tool for problems and not just those whose main goal is to ban people.

- **What happens in the Roblox game is separate from what happens in our Discord server. Do not ban a user from Discord if they have been banned from the Roblox game. Instead, assign a Banned role to that user and let them know that they can create an appeal ticket that the team can later discuss.**
- **Similarly, what occurs in other Discord servers is separate from CS Labs—they have different rules, standards, and policies, and we cannot enforce our rules there. If you feel as though a player has committed a serious offense on Discord, report the incident to Discord's Trust and Safety team.**
- **ALWAYS log your moderation actions (jail, kick, ban, etc.) in our logs channel so that the team has context for such actions. Failure to do so may result in demotion. Providing evidence of the wrongdoing is encouraged, but not always necessary.**
- **Do follow our standard procedures for infractions. Steps to be taken will be detailed below.**
- **If you do not have the necessary permissions to carry out the actions needed, alert higher-ups immediately.**

Note: Moderators are not generally required to maintain professionalism at all times (we want you to have fun as well!), but professional behavior is expected while dealing with serious situations and while carrying out moderation action. You do not need perfect grammar and spelling, but customers must be able to understand you.

Outside of these situations, you may joke and use informal language, but anything discriminatory, abusive, or otherwise NSFW will NOT be tolerated. In addition, bribes are NOT to be taken under any circumstance. This includes users offering payments to you in exchange for club membership or a staff position. The above actions will result in serious disciplinary action.

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Moderation Procedure

In-game and Discord actions MUST be logged in the logs channel. Do ask in the moderation channels for second opinions if you are unsure about what action to take, and remember that CONTEXT MATTERS.

In-Game -

Warning (respawn if necessary) → Jail and/or mute (2-3 min) → Kick → Server ban → Permanent ban

The general steps to take with users committing minor infractions like:

- **Game theft and/or blocking (Note: for theft, the game control panel and the game logs in the staff room can be a useful tool for confirmation)**
- **General disrespect**
    - **Bypassing chat filter may fall under this category if the words are not discriminatory (i.e bypassing the f-word vs a bypassed slur, which would be immediate ban)**
- **Spamming**
    - **Caps is not an infraction, but may be warned if it is excessive and flooding chat**
- **Excessive begging (people may politely ask so long as they respect boundaries)**
- **Glitching machines/attractions (dance clipping, blocking the metro, spamming elevator buttons, etc.)**

Kick → Server ban → Permanent ban

The steps to take for more serious infractions like:

- **Promoting drama**
- **Personal attacks**
- **Bribing staff**
- **Repeat minor offenses**
    - **Jail evasion → Server ban**

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Immediate ban (zero-to-low tolerance)

Go to the highest level of ban for your role if you know that the user has committed a severe offense such as:

- **Raiding**
- **Exploiting**
    - **Autoclicker is an exploit, but may be hard warned first instead unless repeatedly done**
- **Alt evasion (if the user evades just to ask about their ban, refer them to appeals before banning the account)**
- **Discrimination of any kind (i.e racism, sexism, homophobia, etc.)**
- **Gross sexual behavior**
- **Leaking private information**
- **Threats to harm others or oneself with malicious intent**
    - **Names/jokes about tragedies or committing acts of violence fall under this**
    - **If it is friends bantering and telling each other threats/insults jokingly, hard warn the behavior first before taking action. Again, CONTEXT MATTERS!**

Note: You may encounter NSFW avatars/usernames while in-game. If a user has an inappropriate *display* name and a non-offensive username, you may serverban first. If the username itself is inappropriate, it calls for a permanent ban. For avatars (bypassed clothing items), you may ask the user to change first and then sban if they do not comply. <u>If you're unsure if a user's character is inappropriate enough, go for a second opinion</u>. Note that words such as "crap", "hell", "badass", etc. are not filtered, so words in this type of vein are generally allowed assuming the context isn't bad.

<u>You may request for a server to be shut down if:</u>

- **The experience is compromised (generally unfixable)**
- **A bug with a <u>Critical severity</u> is fixed**
- **A critical bug exists in the UI in such a way that players cannot go to important pages**
- **An exploiter wave occurs**

<u>A shutdown is not necessary if:</u>

- **A bug with a low-to-medium severity was fixed**
- **A new build is released**

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Basic Commands -

We currently use the Adonis admin system. The default keybind is ‘ (single quotation) to open the command bar.

- :pm - Private messages a user (useful for Xbox players)
- :respawn - Respawns the user
- :jail - Spawns a cell that the user cannot move from; jail evasion results in kick
- :kick - Kicks user from the server
- :mute - Prevents a user from chatting (you can still view their words in logs)
- :serverban - Bans user from the respective server (Mod+)
- :pban - Bans user from all servers permanently (SMod+)
- :unban - Undoes a server ban on a user (Mod+)
- :unpermban - Undoes a permanent ban on a user (SMod+)
- :chatlogs - Displays chat history
- :banland - Displays a list of all permanently banned users + listed reasons
- :to - Brings you to a specified user
- :bring - Brings a specified user to you
- :commands - Shows list of other commands available to you

Several of these actions are also accessible in the CS Admin panel. You can use either the username or user ID of the user you want to take action on.

If you are a Morcactor, please consult with the moderation team before executing any commands aside from the basics (jail, kick, mute, respawn). Fun/entertainment commands are NOT to be used on customers. Additionally, the :fly and :speed commands are NOT to be used in order to grind lost tokens or during credit storms—this is considered admin abuse.

For Discord moderation, we currently use Dyno to process warnings and bans.

- /warn <userid> <warning> - Warns the user through Dyno
- /warnings <userid> - Displays all Dyno warnings given to a user
- /ban <userid> - Bans user from the Discord server

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Discord -

If you log a Discord action, please use the following format:
IAmATroller#1234 (1337133713371337)

Warning → Timeout → Banned role → Ban from server

- **General disrespect**
- **Posting NSFW content**
- **Offensive references/jokes**
- **Inappropriate reactions**
- **Excessive role/user pinging**

Note: The banned role may be applied to users that are banned in-game so that they may appeal. Generally, the in-game rules apply and action should be taken. Additionally, if a player is believed to be under 13, they should be banned from the server until they are of age as per Discord guidelines.

Discord Tickets -

When responding to a Discord report ticket, once the situation is resolved and you confirm with the reporter that no other assistance is needed, you may close the ticket. Click the "Close" button displayed by the bot at the top of the thread, and remember to transcript the ticket before fully deleting the thread.

Roblox Group Moderation -

In our Roblox group, moderators may moderate our group wall and requests, as well as view audit logs. Harmful messages can be removed and bad actors can be exiled. Senior moderators also have the power to post group shouts.

For a user to be admitted to the group, they must:

- **Have played Cornerstone Arcade (indicated by having any badges from the game)**

        - Also watch out for phony badges, as there are copies of Cornerstone that exist that have badges that mimic the real game. If you cannot view the badges, a Senior Moderator can access the player data and confirm later.
    - Have a clean moderation history
        - Banned players who have a chance to appeal may join in order to access the Discord
    - NOT be an alt account of a user with dirty moderation history
        - Red flags to look out for: very young account age, no friends/followers, very few if any badges; if you are unsure of an account consult with the moderation team

Remove group wall posts that:
- Spread misinformation
- Attack any member of our staff team
- Threaten to harm others or themself
- Provide links to untrusted sites (i.e Robux scams)
- Spam
- Request an unban (refer them to Discord appeals instead)
- Are NSFW

Do NOT remove posts that:
- Requests users to join their group
- Criticize Cornerstone Arcade or the staff
- Ask for robux (just say no)

Watch Logs -

If you or another staff member observe a player with repeated infractions, concerning behavior, or just some reason to cause suspicion about future behavior, you can list them in our watch logs channel so that other moderators can keep track of them in the future. Many users that are blacklisted from joining the group can also be found listed here. The formatting can be found in the pinned messages in the channel.

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Inactive Notices -

Life happens, and we do not expect you to always be online. While we generally expect you to be online at least once a week, if you plan to not be moderating for 7+ days, report your absence in the inactive notices channel so that we have a general idea of how long you may be gone. Failure to log inactivity may result in a demotion if no action is taken. The formatting can be found in the pinned messages in the channel.

Appeals -

All moderators are allowed to participate in the appeals process when a ticket is created (aside from the team member who executed the ban). Users who are permanently banned from the game may appeal for their first pban in the Appeals section of our Discord, where they can submit a ticket detailing why they believe they should be unbanned and explaining their situation. They must be marked with the Banned role, but leave the rest of their roles intact unless they commit a violation in our Discord server as well.

Users that commit the following offenses have no chance to appeal at all:

- **Exploiting in a way that harms other peoples' experience**
- **Repeated offense after their first appeal**
- **Abusing alt accounts**
    - **A player *may* appeal if their alting only involved asking why they were banned and they were promptly referred to appeals, but the alt has no chance for unban**
- **Overtly gross NSFW content**
- **Leaking a machine from CS (note that some games are public use)**
- **Violating Discord's guidelines**

Users get up to 3 appeal chances. If the first is declined, they must wait 3 days before their next ticket, and if that is declined then they must wait 7 days afterwards. If all 3 appeals fail, they either lose access to appeal or get fully banned from the server. More information can be read in the appeals help channel in the Discord. If a user is underage, they may forward their appeal through Roblox messaging.